



**Office of the Attorney General
Paul G. Summers**

**Department of Commerce and Insurance
Commissioner Anne Pope**

CONSUMER ALERT

Office of the Attorney General
425 Fifth Ave North Nashville, TN 37243

Department of Commerce and Insurance
Division of Consumer Affairs
500 James Robertson Parkway Nashville, TN 37243

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**ATTORNEY GENERAL SETTLES TRAVEL CASES, REFUNDS AVAILABLE FOR
TENNESSEE CONSUMERS**

If you purchased a travel package from two Florida travel companies who allegedly misrepresented their vacation packages, you may be eligible for refund following a settlement with the Tennessee Attorney General's Office and Tennessee Division of Consumer Affairs.

Tennessee is one of 15 states that have settled cases against Cape Canaveral Cruise Line Tour and Travel, Inc. of Cape Canaveral, Fla. and Promotional Travel, Inc. of Altamonte Spring, Fla. Complaints against the companies include allegations consumers who purchased the vacations were required to attend a tour or presentation about purchasing a time share or vacation ownership interest. Such requirements are violations of the Tennessee Consumer Protection Act.

Consumers were allegedly solicited by mass mailings, indicating they were among a select group to receive a "free" or low-cost vacation and were instructed to call a toll-free number to sign up. Those who called to inquire about the vacations were allegedly never told there were any conditions or restrictions involving the vacation.

"It's always a good idea to ask questions whenever you are tempted by an attractive offer such

as a luxury vacation package for little or no money,” Tennessee Attorney General Paul G. Summers said. “Be sure to ask whether there are any travel restrictions, extra costs or fees or any other requirements before you sign a contract for a vacation package.”

The two companies as part of the settlement agreement have agreed to pay the states \$150,000 or \$10,000 each to cover costs and expenses associated with the investigation. The companies are also required to clearly and conspicuously disclose any restrictions or conditions on any future solicitations. Other state participating in the joint settlement include Arkansas, Connecticut, Florida, Illinois, Massachusetts, Michigan, Minnesota, New Mexico, North Carolina, Ohio, Pennsylvania, Washington, West Virginia and Wisconsin.

If you purchased a travel package from the companies since Jan. 1, 1997 and have not yet taken the vacation, you may be eligible to receive a full refund. To determine eligibility, contact the Tennessee Division of Consumer Affairs at 500 James Robertson Parkway, Nashville, TN 37243 or the Better Business Bureau, Sun Trust Bank Building, 201 Fourth Ave., Suite 100, Nashville, TN 37219.